



FLICC/American Management Association Leadership Series

Negotiating to Win

Whether it is allocating resources for a project, funding a new initiative or establishing a workflow, negotiation is inevitably at the heart of the process. This hands-on seminar offers the step-by-step guide to effective negotiation—from the planning stages through achieving a positive outcome. Participants will learn to master persuasion techniques, break deadlocks, recognize and use personal leverage and bring it all together.



Date Wednesday, May 21—Thursday, May 22, 2003 (Registration ends May 8.)

Time 9:00 a.m. - 4:00 p.m. (Registration begins at 8:30 a.m. There is no entry to the Library of Congress prior to 8:30 a.m.)

Place Mumford Room, 6th floor, Madison Building, The Library of Congress
Use the Main Entrance at 1st Street and Independence Avenue, S.E.,
Washington, D.C.

Metro Capitol South (Orange and Blue Lines)

Sponsor FLICC Education Working Group/American Management Association

Registration \$450 (includes workshop materials and refreshments). Registrations may not be shared among multiple participants. Visit the FLICC Educational Programs Web site at <http://lcweb.loc.gov/flicc/feveform.html> to register online, or complete and fax this form to (202) 707-4825.

Request ADA Accommodations five business days in advance at (202) 707-6362 TTY or ACA@loc.gov.

Information Call FLICC (202) 707-4800; TTY (202) 707-4995

Cancellations Cancellations must be called into the FLICC office (202-707-4800) by May 8, 2003 or the full fee will be charged.

FLICC Leadership Series #3: Negotiating to Win

Name _____ Title _____

Organization _____

Address _____

City, State, Zip _____

Phone and Fax (include area code) Phone: _____ Fax: _____

FEDLINK Members: FEDLINK ID _____ FY2003 IAG#2003 _____ Email _____

Registration Fee:

- ☐ Bill the registration fee to my existing FEDLINK Education/Training (FT) account.
- ☐ Establish an FT account or increase the funding in my existing FT account and bill the account for the workshop/program fee. Attached is an FY2003 IAG Amendment Request Transfer Pay Account Adjustment form to move funds from another of my agency's FY2003 FEDLINK accounts.

Other Federal Agencies (Non-FEDLINK Members)

- ☐ Attached is a standard government training form (e.g. SF182 or DD1556) or other billable document from my agency for the amount of the workshop/program. This amount covers **the registration fee plus the FEDLINK administrative service fee of 7.75%**. The Library of Congress will invoice my agency based on this document.

Register online at
<http://www.loc.gov/flicc/feveform.html>
or fax this form to
FLICC Attn: FPE Registration
Library of Congress
(202) 707-4825

Your registration is not complete until all appropriate documentation is received by FEDLINK and/or your account has been verified. If you will use a training form or purchase order, the originals must be submitted on site at registration.

Negotiating to Win

Who Should Attend?

Mid-level managers or executives who are responsible for negotiating the best possible terms for their libraries information centers.

What's on the Agenda?

- ✓ Reviewing the negotiating process
- ✓ Planning the negotiation strategy
- ✓ Learning the stages of negotiation
- ✓ Identifying communication styles
- ✓ Practicing persuasion techniques
- ✓ Negotiating as a team
- ✓ Working with negotiating ploys and tactics including measures and countermeasures
- ✓ Bringing it all together

What Are the Benefits?

- ◆ Know when and when not to negotiate.
- ◆ Develop an effective plan and strategy for any negotiation.
- ◆ Adapt the correct behavior for each stage of the negotiation.
- ◆ Adjust communication style to achieve desired results.
- ◆ Successfully apply the principles of persuasion to any negotiation situation.
- ◆ Effectively negotiate face-to-face, on the phone or by email and other media.
- ◆ Recognize and counter the most common negotiating ploys.
- ◆ Move from "no" to "maybe" to "yes."

**The FLICC/American Management Association Leadership Series
will also offer *Critical Thinking: A New Paradigm for Peak Performance* on
April 8 - April 9, 2003. See Meeting Announcement 2003-14.**